

POSITION DESCRIPTION

IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

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| 1. Position No. 327491 & 327493 | 2. Cert / Reclass Request No. | 3. Agency No. 437 |
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| 4. NAME OF EMPLOYEE | 5. DEPARTMENT, UNIT, WORK ADDRESS WI Department of Children and Families Division of Management Services |
| 6. CLASSIFICATION TITLE OF POSITION IS Systems Development Services - Specialist | BITS 125 S. Webster Street Madison WI 53708-8916 |
| 7. CLASS TITLE OPTION <i>(to be filled out by Human Resources Office)</i> | 8. NAME AND CLASS OF FORMER INCUMBENT Jenny Bundrage, IS Business Automation - Specialist |
| 9. AGENCY WORKING TITLE OF POSITION Child Welfare Business Analyst | 10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES ROBERT KIEL IS Business Automation - Specialist |
| 11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Jenny Bundrage – Management Information Manager | 12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW? |
| 13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84). | |
| 14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION: | |

YES ☐ NO ☒

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME % GOALS AND WORKER ACTIVITIES (Continue on attached sheets)

SEE ATTACHED

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See instructions on Page 2.)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT ☐ CERT REQUEST COPY

CLASSIFICATION TITLE- SUB-TITLE

IS Systems Development Services – Specialist

POSITION SUMMARY

Under the general supervision of the Child Welfare Management Information Chief, the IS Systems Development Services – Specialist is responsible for the planning, development, implementation, update and support of the Department of Children and Families (DCF) eWiSACWIS system. This position also provides technical assistance and consultation of eWiSACWIS. This system was implemented statewide to support the State's responsibility to operate Child Protection Services (CPS), Foster Care, Adoption Assistance, and related Permanency Planning for children. The system interfaces with the IV-A (CARES), IV-D (KIDS), and the Medicaid Management Information System for Title XIX eligibility.

The position will assist in the continued planning, development, and implementation of eWiSACWIS in all 72 counties. The position will serve as a liaison between County and State programmatic staff and Child Welfare project management information staff. Actual duties include analysis of county business flow for all aspects of Child Protective Services and reporting requirements to the Federal Government. Preparing the counties for the implementation of new enhancements by identifying how eWiSACWIS will support their current practice, policies, and procedures. The incumbent is expected to work with little supervision and assist others in their areas of expertise. This position will be responsible for all areas of the development life cycle such as user and acceptance testing, evaluation of system effectiveness, development of methods to identify ongoing applications training, and operational support. The position will lead eWiSACWIS development quality assurance activities to promote continuous improvement, along with design, testing, and training on the development of the eWiSACWIS application. This position will have major responsibility for the review and analysis of changes in eWiSACWIS, including detailed specifications for programming staff, developing test criteria and post implementation evaluation. This position will write and execute SQL statements and update the Production database when necessary. This position will be the project lead on numerous eWiSACWIS modules and work with DSP to facilitate the requirements and design.

TIME % GOALS AND WORKER ACTIVITIES

- 70% A. Lead eWiSACWIS planning efforts related to statewide use.
- A1. Analyze policies, regulations, statutes, administrative codes and prepare specifications for necessary changes and enhancements to eWiSACWIS.
 - A2. Provide technical support to eWiSACWIS vendor and State information technology staff by clarification, consultation, and interpretation of all current child welfare administrative regulations, social service practice and policy, statutory requirements, and County business rules.
 - A3. Provide expert consultation to DCF staff and other stakeholders about the business information available in eWiSACWIS.
 - A4. Provide business analysis and child welfare expertise, written specifications, and formal signoff approvals to the vendor to implement required system changes.
 - A5. Provide advice on application presentation layers so that eWiSACWIS computers screens are user friendly and addresses functional needs of county workers.
 - A6. Lead eWiSACWIS development quality assurance testing activities to assure the vendor is meeting programmatic quality and system specifications in a timely manner.
 - A7. Provide eWiSACWIS technical assistance, training, operational support, ongoing consultation, and analysis to county child welfare site managers, program managers, supervisors and workers.
 - A8. Review user documentation prepared by the vendor for completeness and accuracy.
 - A9. Lead the subsequent design, analysis, and testing of eWiSACWIS, developing specific test plans, and managing acceptance testing to ensure that eWiSACWIS functions correctly.
 - A10. Lead business/information requirement gathering sessions. Assist with identifying project stakeholders and develop understanding of related program area in preparation for these sessions.
 - A11. Analyze business requirements for the development of eWiSACWIS.
 - A12. As the Security Liaison, ensure that all agencies (counties, DMCPs, vendors) have a Security Delegate assigned and trained to administer their user access. Assist counties in

serving as the security delegate when a security delegate does not exist (until a replacement exists).

- A13. Disable user login accounts when termination occurs or when requested by a supervisor in the case of an investigation to assure all access is immediately denied.
- A14. Write and execute SQL statements and update production to facilitate changes in operations.

- 20% B. Oversee the development and implementation of eWiSACWIS performance standards.
 - B1. Monitor the automated system for compliance to current program policy and procedures.
 - B2. Provide analysis of the impact to the automated system dealing with compliance to new or changed State and Federal program policy.
 - B3. Escalate potential changes upon the automated system issues to the Child Welfare Section Chief.
 - B4. Provide direction to eWiSACWIS project staff on change issues related to supervision, court processing, provider management, IV-E, communication, and scheduling.
 - B5. Develop inventory of issues and concerns expressed by end users as basis for application modification and update.
 - B6. Prepare procedures for evaluating and monitoring the performance of eWiSACWIS based on monitoring criteria.
 - B7. Monitor security issues related to confidentiality to ensure consistency with State and Federal Legislation, case law, and professional standards.
 - B8. Develop process to monitor system deliverables in order to ensure timely and accurate State and federal reporting.
- 10% C. Provide a variety of administrative or program related analysis task to the Child Welfare Section Chief.
 - C1. Draft responses to a variety of correspondences related to eWiSACWIS/issues for the Child Welfare Section Chief.
 - C2. Represent the eWiSACWIS project in meetings and or conferences/seminars with representatives from Federal, State, Local or Vendor agencies.
 - C3. Prepare texts for informational and numbered memos and education materials on a variety of eWiSACWIS topics.
 - C4. Carry out additional eWiSACWIS project assignments or CW/BI assignments as appropriate and necessary and as assigned by the CW Section Chief.
 - C5. Exhibit professionalism, project management methodologies, and customer relationship management skills to promote and facilitate the successful implementation of the eWiSACWIS initiative.

KNOWLEDGE AND SKILLS

1. Extensive knowledge of the eWiSACWIS application, expert knowledge of the ongoing case management modules
2. Considerable knowledge of Child Welfare Policy and Practice, statutes, and administrative rules and regulations
3. Considerable knowledge of computerized data processing systems analysis, report generation techniques, hardware, and software capabilities
4. Expert experience with gathering requirements for system changes
5. Ability to understand business requirements and translate business needs and requirements into technical solutions
6. Considerable knowledge of research design methods, management reporting techniques, statistics, and the use of data warehouse and business objects software
7. Extensive knowledge of related State and DCF programs, administrative systems, and operations
8. Extensive knowledge of program design and implementation
9. Extensive skill in organizing and planning complex projects and multi-dimensional tasks
10. Considerable skill in problem isolation and resolution methodologies
11. Considerable skill in developing and applying oral and written communications
12. Extensive skill in directing and training Human Service staff in application use
13. Skill in maintaining positive relationships with Human Services professionals
14. Considerable knowledge of the eWiSACWIS application and the impact on users
15. Expert skill in training on the eWiSACWIS application
16. Knowledge of complex relational databases (Oracle preferred) and report generation techniques

KNOWLEDGE AND SKILLS

17. Ability to create reports and query relational databases using common query tools
18. Complex business systems analysis and design from source systems to final reporting data warehouse/data marts
19. Expert project management/leadership
20. Development and implementation of thorough application test plans
21. Imaging/document management systems
22. Ability to work in a team environment, though self-motivated
23. Knowledge of software development life cycle methodologies and practices.

CONTACTS – CHANGE ACCORDING TO JOB DEMANDS

Department of Children and Families

Division Administrators and Bureau Directors: These contacts occur primarily to present and discuss options, issues, or action items for the development and support of the automated child welfare system. The contacts are generally cooperative, but may place the incumbent in the position of presenting issues and options that require executive management to do additional planning, as well as to develop risk mitigation strategies for the effective implementation of the eWiSACWIS application.

Bureau of Finance: Provides much of the financial management operations and accounting processes for the payment of the child welfare provider clientele and vendors. This Bureau will represent financial process, accounting practices, and accounting interface policy to other State fiscal management systems. Contact will be infrequent.

Bureau of Permanence and Out-of-Home Care: Provides much of the child welfare, adoption, and protective services business requirements; data; and information needed in implementing the statewide eWiSACWIS system. These contacts provide direction for the inclusion and compliance to State and Federal child welfare program policy and standards. Contact will be weekly.

Bureau of Safety and Well-Being: Provides much of the child welfare and protective services business requirements, data, and information needed in implementing the statewide eWiSACWIS system. These contacts provide direction for the inclusion and compliance to State and Federal child welfare program policy and standards. Contact will be weekly.

Wisconsin State Legislature

Legislative Audit Bureau (LAB): These contacts maintain oversight of state operations to ensure financial transactions have been made in a legal and proper manner and determine whether programs are administered effectively, efficiently, and in accordance with the policies of the Legislature and the Governor. Contact will be infrequent.

Administration for Children and Families (ACF)

Federal Department of Health and Human Services: Contacts range from representing the interests and position of how eWiSACWIS processes and complies with Federal reporting requirements, to providing and receiving information on regulations needing to be integrated into the automated system. Attendance at Federally sponsored child welfare conferences may be expected. Contact will be infrequent.

County Human/Social Services

County Human Service Organization and Staff: Provides much of the child welfare, adoption, and protective service business requirements; data; and information needed in implementing the information system. These contacts provide direction and training for the implementation, inclusion, and compliance to State and Federal child welfare program policy and standards in the system. Contact will be weekly.

County eWiSACWIS Coordinators and Line Staff: Contacts to develop implementation plans and to guide counties through the implementation process. Contact will be frequent and extensive.

Local Government and General Public: Contacts are requests for information on all aspects of the automated child welfare system within the state of Wisconsin. The incumbent will work with this Department to assure coordinated approaches for timely and pertinent information being disseminated to this population. Contact will be infrequent.

DISCRETION AND ACCOUNTABILITY

Discretion: The objectives and priorities of work assignments are largely defined in general terms. The incumbent will be expected to work within broadly defined objectives and priorities. The incumbent will have discretion to define sub-tasks and schedule the completion of those tasks. The incumbent is expected to plan and prioritize work and schedule time on an ongoing basis with minimum oversight.

Accountability: This position reports directly to the Child Welfare Section Chief, in the Bureau of Information and Technology Services, Division of Management Services. While work products are reviewed through oral progress reports with her supervisor, the incumbent will be expected to exercise professional judgment with supervisory direction. Most

aspects of the work do not have explicit guidelines. Rather, the incumbent is responsible for determining the most efficient and effective actions to be taken to fulfill objectives and priorities.

PHYSICAL DEMANDS

Ability to transport and set up computer/projectors.

WORK ENVIRONMENT

Frequent travel around the state is required.